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IN REPLY
REFER TO

AQOG

FEB 4 1997

MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT
DISTRICTS
COMMANDERS, DCMC CONTRACT ADMINISTRATION
OFFICES

SUBJECT: DCMC Memorandum No. 97-17, Product and Manufacturing Assurance
(P&MA) Benchmarking Findings (INFORMATION)

This is a INFORMATION memorandum. It shares the results of the P&MA Benchmarking Team's findings. Target Audience: All Defense Contract Management Command (DCMC) employees involved in product and manufacturing assurance surveillance

The DCMC chartered the P&MA team on June 20, 1996. The team, led by DCMD East, developed a survey questionnaire to identify potential benchmarks and used the results to select organizations for site visits and interviews. The team's final report will be posted on the WEB. Provided below are the team's major conclusions:

- a. Locations using an integrated teaming approach achieved success by:
 - (1) scheduling regular team meetings to review current contract;
 - (2) utilizing checklists, flowcharts, feedback, surveillance plans and measurement principles throughout the process;
 - (3) including all functional elements in the development of the surveillance plan; and
 - (4) developing metrics to track progress.

b. Some shortfalls identified included: Lack of consistent interpretation of PM&A chapter; lack of metrics; failure to identify critical processes; and properly risk classify critical processes.

I extend my thanks to all participating organizations. The information you provided during the benchmarking process resulted in significant contributions to DCMC's continuing improvement efforts.


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Executive Director
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